WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Workforce Solutions
Bureau of Work Support Programs

TO: **Economic Support Supervisors**
        Economic Support Lead Workers
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PRIORITY: Medium

SUBJECT: **CHILD CARE PROVIDER INFORMATION (CCPI) WEB SITE**

EFFECTIVE DATE: See the schedule in the text.

PURPOSE

This Operations Memo covers the implementation of the first web-based application of the CARES system. CCPI, which stands for Child Care Provider Information, is a feature of the CARES Child Care Payment System (CCPS). It will offer child care providers immediate access to a wide variety of data about subsidized children attending their facility, along with information about the Wisconsin Shares program from the Office of Child Care (OCC). After a month-long pilot test, CCPI is ready for a staged rollout beginning in August 2001.

BACKGROUND

The Child Care Provider Information (CCPI) system is considered the second phase of the Statewide Child Care Provider File project. This project will create, as its ultimate product, a single repository of all regulated providers in the State of Wisconsin, regardless of participation in the Wisconsin Shares program. Phase One, implemented in the summer of 2000, was a series of data and structural changes to CCPS targeted towards the design of Provider File.

CCPI resulted from a series of "town hall" meetings with child care providers and local agency child care coordinators across the state. There was a strong outpouring of support for a tool which would assist providers in managing their business. While the authorization notices and remittance advice forms produced by CCPS are informative, they are not very "user friendly." Hence, the idea evolved of giving providers on-line, real-time access to their CCPS data.

WHAT IS CCPI?

CCPI is a web-based tool which gives child care providers immediate access to the following:

1. **Current Information:** Users can view current, up-to-the-minute information on subsidized children authorized to their center. In some cases, this will be viewable before the paper authorization notice is received.

2. **Payment Information:** CCPI has summary and detail information about subsidy payments made to providers.

3. **Print Reports:** Users can create printable reports organized in a manner that will support the provider's business needs. As an example, a report on authorizations scheduled to end as of a certain date will be offered.

4. **Historical information:** Historical information can be requested by dates of service or payment.

5. **Announcements:** The Announcements section will provide county/tribe-specific and statewide information of interest to child care providers.

6. **Frequently Asked Questions:** Frequently asked questions about the Wisconsin Shares subsidy program, along with contact information for related child care programs such as certification, licensing, grants, etc.

CCPI is inquiry only. The CARES/CCPS data base will not be updated through the user access to CCPI.

The case data provided via CCPI is retrieved from the CARES/CCPS data base. It is confidential information and must be treated as such.

CCPI USERS

Child care providers who care for, or have cared for, children subsidized by the Wisconsin Shares program can request logon ID's for CCPI. Logons are granted to individuals, not child care provider facilities. At the discretion of the center directors, multiple individual logon ID's may be granted to a single location. Both family and group center providers may be CCPI users. Provider users will only have access to data relating to their own location(s), as determined by the center director.

Owning a personal computer is not a prerequisite for a provider to become a CCPI user. Any access to a PC with Internet access will suffice. However, some degree of proficiency in operating a PC and, in particular, familiarity with Internet browser software (i.e., Internet Explorer or Netscape) is highly desirable.

County, tribal, and W-2 agency child care staff may also become CCPI users and will be able to view the same CCPI screens which providers will see. In the process, workers may find the CCPI screens handier to use than some CCPS screens.

DWD staff in the Madison and regional offices, technical staff in the DWD Administrative Services Division, and contract staff in Deloitte Consulting will all have CCPI access.

IMPLEMENTATION STRATEGY

CCPI is being tested on a pilot basis in Milwaukee and Dane Counties, using a small number of providers and local staff. This pilot test will last for the month of July 2001, followed by a staged rollout of the new system. OCC will begin the statewide implementation of CCPI on a region-by-region basis, beginning in Milwaukee, then proceeding in a clockwise direction around the state. Following are the tentative start dates for each region.

> Milwaukee Region .... August 6, 2001
> Waukesha Region .... August 20, 2001
> Madison Region.............. September 3, 2001
> Eau Claire Region .... September 17, 2001
> Ashland Region .... October 1, 2001
> Rhinelander Region........ October 15, 2001
> Green Bay Region .... October 29, 2001

OCC will be mailing out fliers to all provider locations in the Child Care Payment System which have had at least one payment made to them since June 30, 1999, regardless of their current status. The fliers will be mailed to all provider locations in each region approximately one week in advance of the region's start date. Attached to this memo is a copy of the flier. At the bottom of each region's version will be a listing of the county/tribal Child Care Coordinators for that area, along with their phone numbers. A "generic" version of the flier is also available for local agency use and can be found in the Resources section of the following web site:
http://www.dwd.state.wi.us/des/childcare/ccpi/default.htm.

The flier contains specific information and steps for providers to follow in order to request a CCPI login ID, including downloading and printing the DES-12552, a special security form specifically designed for CCPI.

SECURITY PROCEDURES

CHILD CARE PROVIDERS

Providers wishing to have a CCPI login ID must first complete the Site Server (DWD Login Page) account creation process, as described in the flier. They will then be taken to a page describing the rest of the request process, at which point they must complete the DES-12552 and send it to the local agency Child Care Coordinator for the county/tribe in which the provider is located. In the event that the individual is an employee of a child care facility, the center director or owner must also sign the form. Provider users can be granted access to all the information available for that location, or they may be limited to just authorization-related information or just payment-related information. The request for the appropriate level of access should be indicated in Item # 1. An individual who is employed at more than one provider location can be granted access to one, several, or all locations.

The local Child Care Coordinator and Local Security Officer must both sign off on the form before submitting to DWS Security. Once the security process is complete and the CCPI access is activated, the individual will be notified via e-mail that they now have access to CCPI or, if no e-mail address was provided, U.S. Mail will be used.

LOCAL AGENCY CHILD CARE STAFF

CCPI login IDs may be requested to and through the Local Security Officer. Individuals needing a CCPI logon ID should first clear it through their supervisor. Each person should create a Site Server account, following the procedures described in the flier and then notify their Local Security Officer. Workers do not need to complete the DES-12552 form.

> **NOTE:**   All individuals who currently have CARES access and who are requesting a CCPI logon MUST use their six-character CARES mainframe logon (example: XDA999) as their Site Server/CCPI User Name. (Users are free to select their own passwords). Any request not following this requirement will be rejected by DWS Security.

The Local Security Officer has the discretion of whether to approve or deny each individual request. For those approved, the Local Security Officer will compile a list of logon requests and send it to DWS Security. For each individual, the list should include:

1. Individual's Name
2. Site Server (CCPI) User Name (must be mainframe logon)
3. Security Profile (Local Agency Staff, Local Security Officer, or Child Care Coordinator)
4. Social Security Number
5. Mother's Maiden Name

DELETIONS OF LOGON IDS

Because of the confidential nature of the data included in CCPI, any individual no longer having a valid need for CCPI access must have their logon ID revoked immediately. These situations can include child care provider staff who are no longer employed or county/tribal staff who have changed jobs or for whom CCPI access is no longer needed. Local Security Officers must notify DWS Security of these situations immediately and either submit a DES-12552 with the appropriate item checked in #1, or other written communication to DWS Security.

OFFICIAL AUTHORIZATION INFORMATION

CCPI provides real-time access to CCPS. This means, for example, that a provider will have access to authorization information virtually immediately after a worker has entered it into CCPS. In almost all situations, that provider will receive a written notice of the authorization in the mail within a few days. However, in rare situations, an authorization may be deleted later in the same day it was entered and no written notices will be mailed. Therefore, it is important that providers understand that ***the official notification of authorization to provide subsidized care remains the paper authorization notice mailed from Madison***. Screen prints from CCPS or CCPI are not "official."

CCPI ANNOUNCEMENTS

CCPI has a section devoted to "Announcements." These announcements can be of statewide interest or may be relevant to a smaller population of providers, perhaps only those providers located in a certain county or tribal area. Statewide announcements could be relating to topics such as the annual rates survey, changes in CCPS payment policies or procedures, or a

revision in dates for a particular payment period due to federal holidays or a printing or mailing problem.

County/tribal child care coordinators may wish to consider posting relevant announcements for their particular area. Possible topics could include provider meetings, training programs, reminders to return rates surveys, etc. OCC will enter county/tribal announcements onto CCPI. Requests to post such announcements should be sent via e-mail to OCCWEB@dwd.state.wi.us and should contain the following information:

1. In which county (or counties)/tribe should the announcement be displayed
2. Exact text of announcement (limited to 500 characters including spaces)
3. The begin and end dates for the announcement's posting
4. Name and phone number of a contact person for OCC to call with questions

In the event that e-mail is not the most appropriate or timely way to submit a request, in limited instances, local announcement information can be communicated via telephone to the Child Care Help Desk at 608-261-4580.

CCPI USER MANUAL/TRAINING

CCPI has its own User Manual, accessible through several access points, both within and outside of CCPI. It is posted in a PDF format which is designed for easy printing. Users are encouraged to print a copy and keep it handy as a reference source.

OCC is not planning to offer CCPI training for either local staff or providers. CCPI is considered to be "intuitive" enough so that, with the aid of the User Manual, users should be able to familiarize themselves with the system. A working knowledge of a personal computer and Internet browser software will be an asset. Local agencies may wish to organize provider meetings around the release of CCPI in your area to review its contents, encourage sign-ups, etc. A special Power Point presentation on CCPI is available upon request from OCC by contacting the above-noted e-mail address or telephone number.